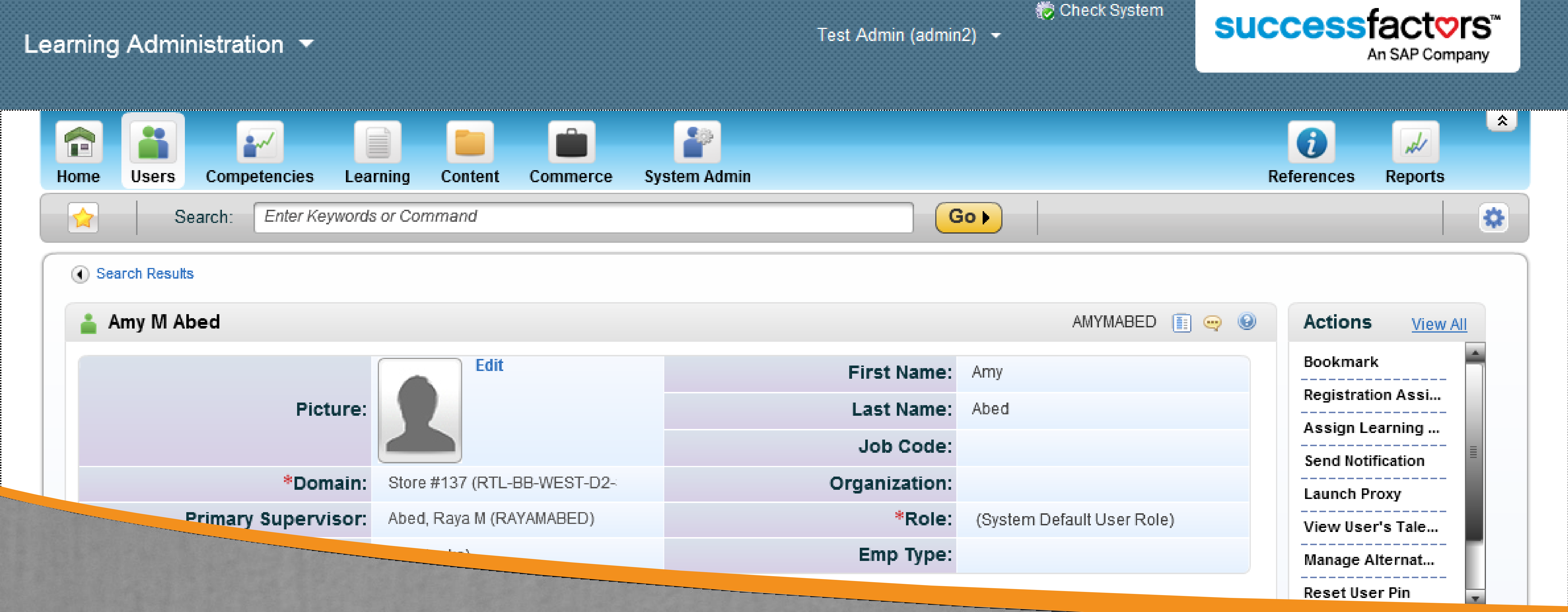

Learning Needs Management

Work with user records.

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Learning Needs Management: The User Record

SuccessFactors Learning is centered on the user and gives you, as the administrator, the ability to identify the training that users have successfully accomplished, need to accomplish, or are in the process of completing.

Admin Tools > Learning > Learning Administration > Users

1 User Main Concepts

A user is any person in your organization for whom past, present, and future learning records must be tracked. A user may be an employee or a contractor.

Users have access, via the SuccessFactors Learning application, to view their training information. Supervisors may also view their subordinates' training information.

2 Core Area

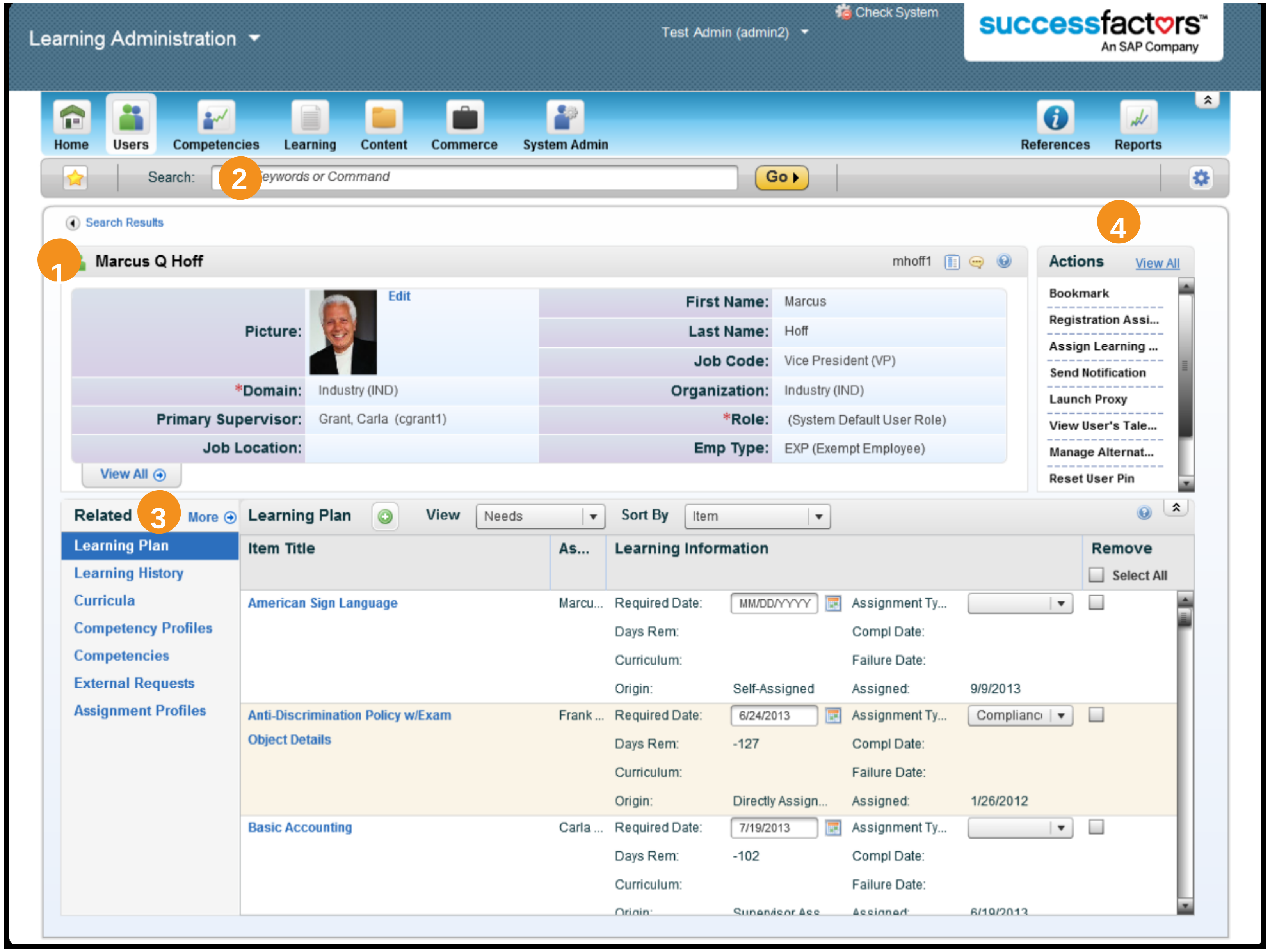
The ***Core*** area contains the basic information of the user record, including the user's name, position, email, organization, supervisor, and job code.

3 Related Area

The ***Related*** area contains additional information regarding the user. It lists the items that you, as the administrator, will use most frequently when interacting with the user record. These include the user's Learning Plan, Learning History, and Curricula.

4 Actions Area

The ***Actions*** area of the user record contains links to additional actions that can be taken on the record, including Bookmark, Registration Assistant, Assign Learning Needs, Send Notification, Launch Proxy, etc.



The User Record: Step by Step

Working with Users' Records

Admin Tools > Learning > Learning Administration > Users

1 In the ***Core*** area of a user's record, you can edit the information displayed by either clicking in a field and entering text or selecting a reference value from a drop-down menu (depending on the field type). You can also view and enter additional information by clicking the ***View All*** link.

2 You can edit the employee's Job Location by clicking on that field. To add a new Job Location area, if it is not listed in the drop-down menu, click the **+** icon. Here you can enter the ***Job Location ID*** and click ***Add*** to enter the location information.

3 Click ***Save*** to apply the changes.

4 To view and edit related information, click on a subject in the ***Related*** column. The details will be displayed on the right.

5 ***Learning History*** provides a transcript of all the items a user has ever taken. Each record includes the completion status, completion date and time, and any other details entered when the learning event was recorded, as well as file attachments associated with the learning event.

6 ***Curricula*** displays the status and details of each assigned curriculum, including completion status and curriculum requirements, if any. You can assign a curriculum to the user here.

7 ***Competency Profiles*** is used to associate a user with one or more competency profiles. Once associated, the system adds all of the competencies that are associated with that competency profile to the user's Competencies tab.

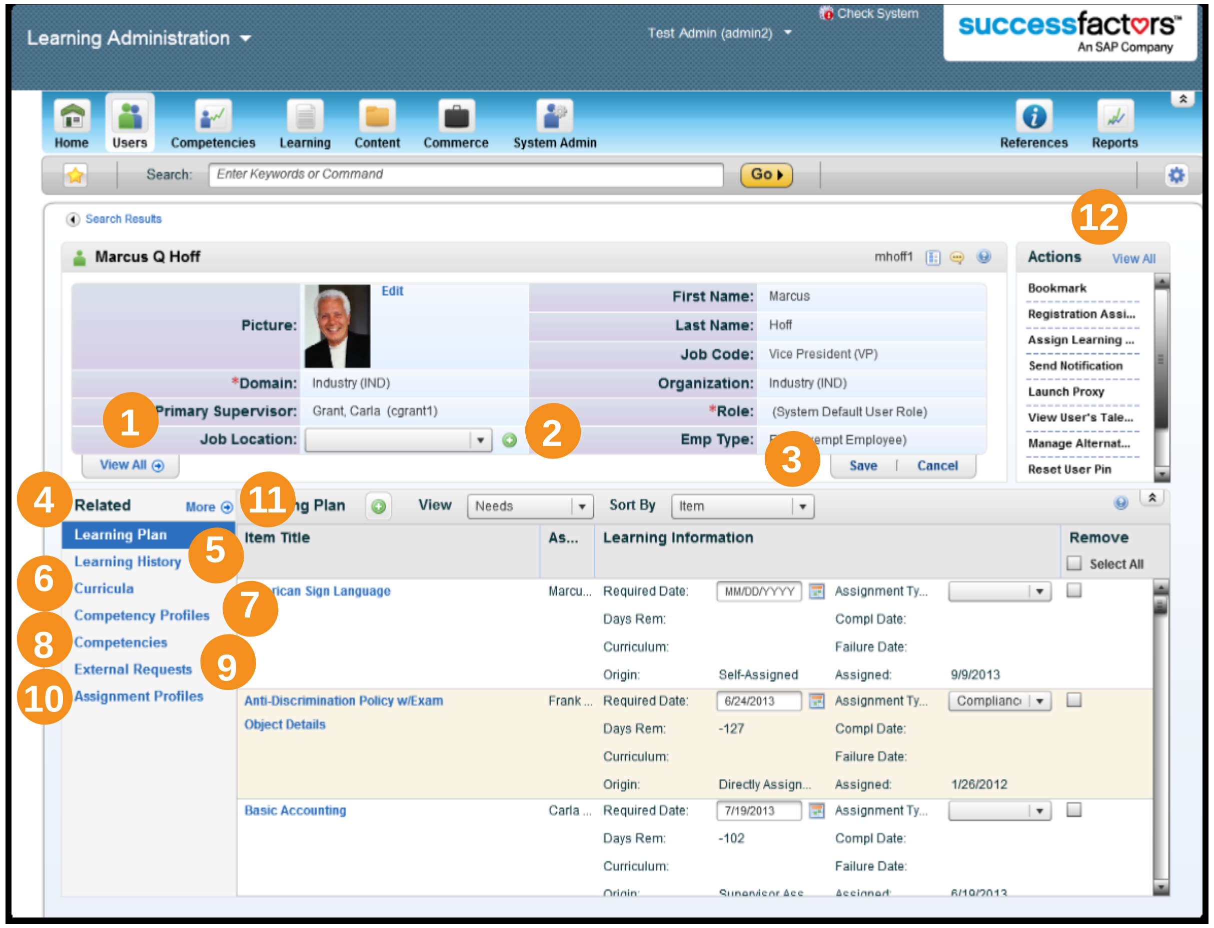
8 ***Competencies*** lists all of the user's assigned competencies, regardless of how they were assigned (either through a competency profile or as free-floating competencies).

9 ***External Requests*** is used to add, edit, approve, and withdraw the user's External Requests.

10 ***Assignment Profiles*** is used to review all of the assignment profiles that a user belongs to.

11 To access related information that you use less frequently, click ***More***.

12 In the ***Actions*** area, you can click the links to take additional action on the user's record. Click ***View All*** to expand the list of all possible actions that can be taken.

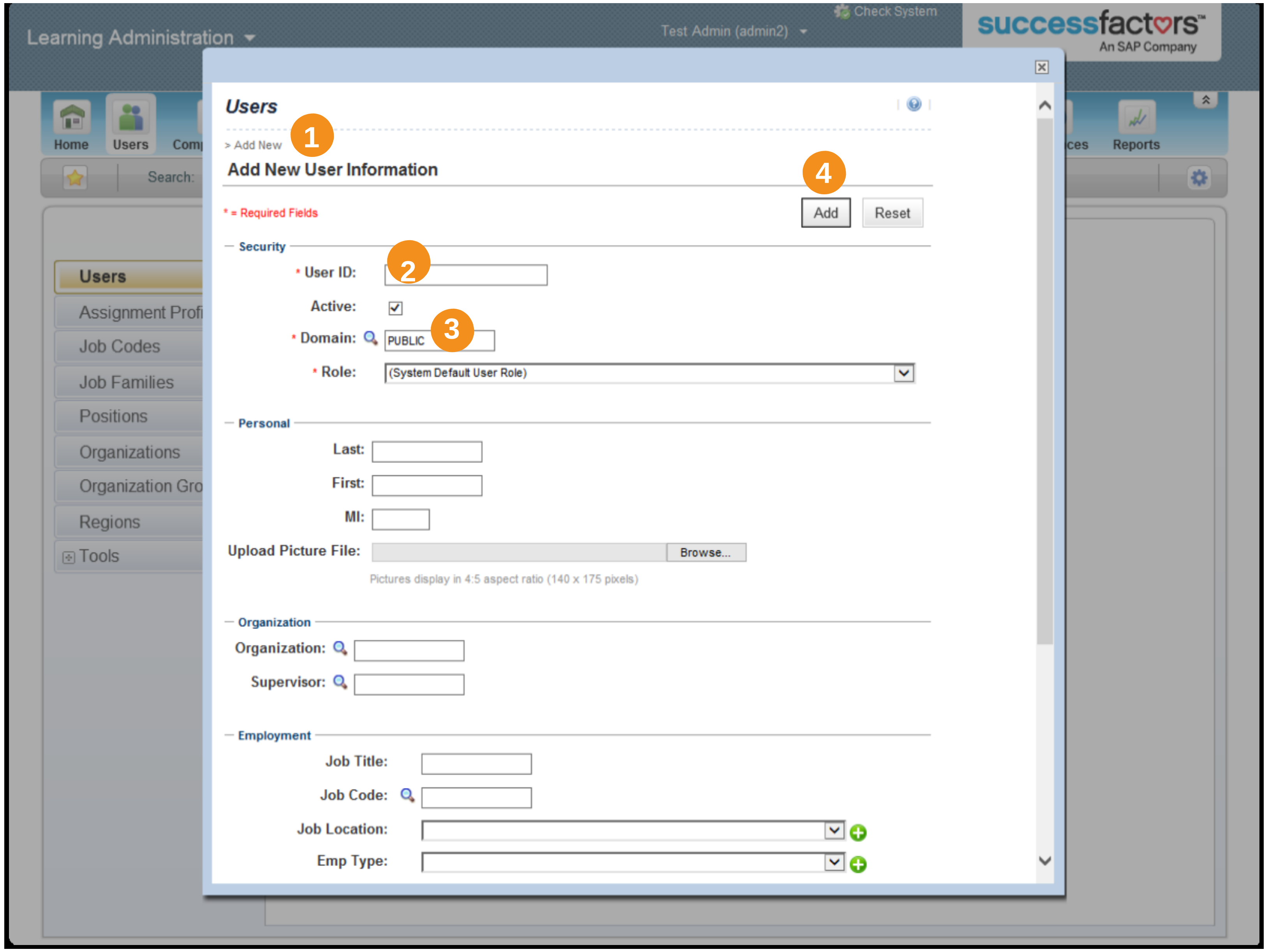


Learning Needs Management: Adding Users to SuccessFactors Learning

Users may be added to SuccessFactors Learning manually by an administrator or automatically through a Human Resource System (HRS), possibly using the Connectors tool.

If new user records are entered manually, follow your organization's business rules, or establish a naming convention for "User IDs" to maintain consistency and usability. SuccessFactors Learning requires that each user record contain a unique "User ID". The user ID is used as the login ID for SuccessFactors Learning.

Admin Tools > Learning > Learning Administration > Users > Add New



1. To manually add a new user to the system, click the ***Add User*** link within Learning Administration.
2. The Users pop-up window displays. Enter the user's information in the fields provided. All fields with a red asterisk are required and must be completed when adding new records.
3. All user records are assigned to a ***domain***. The domain is a way to show administrative ownership and determines which administrators will manage the user record. If the user's record is assigned to the "Public" (or Default) domain, the record will be editable by all administrators given the right to edit any user records in the system. When adding user records to SuccessFactors Learning, always specify the domain to which the user record should belong.
4. When done, click the ***Add*** button.

NOTE: All fields indicated with a red asterisk are required and must be completed when adding records.